UNITED NATIONS

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ORGANIZATION MANUAL

Functions and organization of the

UNITED NATIONS OFFICE AT VIENNA

SECRETARY-GENERAL'S BULLETIN

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SECRETARY-GENERAL'S BULLETIN

To: Members of the staff

Subject: UNITED NATIONS OFFICE AT VIENNA

1. The present bulletin establishes the current functions and organization of the United Nations Office at Vienna.

2. Documents ST/SGB/175 of 28 April 1980, ST/SGB/Organization, section Z, of 1 April 1982 and ST/SGB/218 of 26 March 1986 are hereby superseded. In addition, document ST/SGB/Organization, section K, of February 1976 is partially superseded.

Boutros BOUTROS-GHALI
Secretary-General

UNITED NATIONS OFFICE AT VIENNA

Overview

The United Nations Office at Vienna was established in 1979 to provide administrative and common support services to organizations and offices established at that location. In 1993, as a result of restructuring of the Secretariat offices and departments, responsibilities related to the Programme on Crime Prevention and Criminal Justice and the Programme on Peaceful Uses of Outer Space, were also entrusted to the Director-General in Vienna.

Mandate

The broad objectives of the Office are as follows:

To perform representation and liaison functions with permanent missions, the host Government and other Governments and intergovernmental and non-governmental organizations in Vienna;

To manage programmes related to crime prevention and criminal justice and the peaceful uses of outer space;

To provide administrative and other support services to the United Nations Secretariat units, and to administer joint common services for other organizations of the United Nations system located at Vienna;

To provide conference and interpretation services for meetings of the Office and the United Nations Industrial Development Organization (UNIDO) and interpretation services to meetings of the International Atomic Energy Agency (IAEA);

To manage the United Nations facilities at the Vienna International Centre and such other United Nations properties as may be required;

To ensure that legislative mandates and objectives of United Nations offices at Vienna are translated into a coherent and effective programme structure and implemented accordingly;

To prepare the medium-term plan and the biennial programme budgets for the offices located at Vienna and to present them to the legislative bodies, as required;

To continue to improve the integrated process of programming, planning, budgeting and monitoring in all sectors of the programme budget.

Organizational elements and their functions

DIRECTOR-GENERAL (UNDER-SECRETARY-GENERAL)

Performs the functions of a head of department/office, as described in the introductory section of the Manual. In addition:

Provides executive direction and management of the Programme on Crime Prevention and Criminal Justice and the Programme on the Peaceful Uses of Outer Space;

Maintains liaison with the host Government, permanent missions, as well as with other organizations based at Vienna;

Acts as the Executive Director for the United Nations International Drug Control Programme.

A. Office of the Director-General

Performs the functions of a staff office, as described in the introductory section of the Manual. In addition:

Assists the Director-General in establishing policy guidelines and coordination of activities of substantive and administrative units of the United Nations offices at Vienna;

Cooperates with the host Government and provides protocol services for the United Nations offices at Vienna;

Provides legal services for the United Nations offices at Vienna, as required;

Maintains liaison with non-governmental organizations;

Processes letters of credentials in accordance with established procedures for the heads of permanent missions at Vienna;

Registers and maintains records and up-to-date lists of member States and issues a diplomatic list of permanent missions and delegations;

Coordinates with UNIDO and IAEA on policy matters affecting inter-agency cooperation of the Vienna International Centre and on issues affecting staff based at Vienna;

Arranges for presentation of the United Nations at meetings and conferences held at Vienna;

Maintains liaison directly or through its liaison office in New York with the Office of the Secretary-General and Secretariat units at Headquarters.

B. Deputy to the Director-General

Performs the functions of a deputy, as described in the introductory section of the Manual. In addition:

Coordinates the day-to-day substantive and administrative activities, as requested by the Director-General;

Maintains liaison with the host Government, the permanent missions and with other organizations based at Vienna.

C. United Nations Information Service 1/

Provides information support to the Office of the Director-General, the United Nations Office at Vienna, the United Nations International Drug Control Programme and other United Nations programmes and units located at Vienna;

Serves as Information Centre for Austria and Hungary;

Provides press, radio, television and photo coverage of the activities and meetings of the substantive United Nations units and assists in the coverage of other United Nations conferences and events at Vienna;

Organizes press conferences and briefings and provides accreditation for correspondents;

Coordinates joint public information activities with other information services of United Nations organizations based at Vienna;

Maintains liaison with media representatives, government officials, educational institutions and non-governmental organizations;

Maintains a clipping service and prepares for Headquarters press analyses of United Nations-related media reports from countries it serves;

Disseminates information material on major United Nations programmes and activities to selected target groups;

Produces local language versions of basic printed and audio/visual information material and promotes its placement;

Organizes information seminars and lectures for interested groups and provides services for public inquiries;

Administers the Visitors Service, which conducts guided tours of the Vienna International Centre.

1. DIVISION FOR OUTER SPACE AFFAIRS

The Division is responsible for the provision of assistance to the Committee on the Peaceful Uses of Outer Space in its role as a focal point for international cooperation in space activities. The Division provides substantive services to the Committee and its Legal Subcommittee, Scientific and Technical Subcommittee, the Working Group of the Whole on the Space-related Agenda Items of the Fourth Committee of the General Assembly and the Inter-Agency Meeting on Outer Space Activities. It plans and implements the United Nations Programme on Space Applications for greater economic and social development and manages an International Space Information Service, including the maintenance, on behalf of the Secretary-General, of the United Nations Public Register of Information furnished in accordance with article IV of the

Convention on Registration of Objects Launched into Outer Space and the dissemination of such information to member States.

The Division comprises two sections, namely, the Committee Services and Research Section and the Space Applications Section.

1.1. Committee Services and Research Section

Provides parliamentary services to the annual sessions of the Committee, its two Subcommittees and their subsidiary bodies as well as secretariat services to the annual Inter-Agency Meeting on Outer Space Activities and prepares its related reports;

Assists the Committee in the formulation and adoption of legal instruments and standards relating to the exploration and peaceful uses of outer space;

Services the meetings of the Special Political and Decolonization Committee (Fourth Committee) and the General Assembly dealing with space-related legal, scientific and technical issues;

Conducts research and prepares technical, legal and policy studies requested by and for the use of member States and other international organizations;

Maintains a computer database, which contains the United Nations Public Register of information furnished in accordance with article IV of the Convention on Registration of Objects Launched into Outer Space;

Provides substantive support in preparation of the medium-term plan, the programme budget, the programme performance reports and other statements of responsibility and accountability of the Division;

Provides inputs to the publications programme of the Division and prepares statements, as required;

Maintains a permanent United Nations space exhibit at the Vienna International Centre, and provides assistance for other public information activities;

Assists in implementing the activities of the United Nations Programme on Space Applications.

1.2. Space Applications Section

Implements the United Nations Programme on Space Applications, in particular for the benefit of developing countries;

Organizes training courses, workshops and seminars on space science, space technology and their applications;

Administers fellowship programmes for in-depth training;

Provides technical advisory services and implements activities to develop indigenous capability in space science and technology;

Acquires and disseminates space-related data and information relating to remote sensing and communication technology;

Promotes greater cooperation between industrialized and developing countries, as well as among the less developed countries;

Leads an international effort to establish and maintain regional centres for space science and technology education in various regional commissions of the United Nations;

Provides substantive assistance and advice in compiling scientific and technical reports requested by the Scientific and Technical Subcommittee;

Maintains close contact and cooperates with space agencies, universities and other national and international space organizations in space-related activities.

2. CRIME PREVENTION AND CRIMINAL JUSTICE DIVISION

The Division is responsible for the provision of assistance to the Commission on Crime Prevention and Criminal Justice, preparation of the quinquennial Congresses and any other events relating to the Programme. It conducts research and training on crime prevention and criminal justice and provides technical assistance and information to member States.

The Division consists of two sections and two units, namely, the Operational Activities and Commission's Secretariat Section, the Transnational Crime Section, the Crime Justice Systems Management and Information Unit and the Crime Prevention Strategies Unit.

2.1. Operational Activities and Commission's Secretariat Section

Ensures the provision of secretariat services to the Commission and the quinquennial Congresses;

Coordinates and contributes to operational activities carried out by intergovernmental and non-governmental organizations, as well as professional and scientific community, on crime prevention and criminal justice;

Organizes training on specific issues and contributes to training activities organized by other entities;

Coordinates the contributions of the regional and interregional institutes on crime prevention and provides inputs into special missions of the United Nations;

Establishes effective channels of communication with Governments and strengthens the global information network on crime prevention and criminal justice;

Provides support to the advisory services conducted by the interregional advisers on crime prevention and criminal justice.

2.2. Transnational Crime Section

Strengthens regional and international cooperation in preventing new and sophisticated crimes and controlling transnational crime in its most dangerous dimensions;

Assists States in adopting a generally agreed concept of organized crime as a basis for more compatible national responses and more effective international cooperation;

Assists States in the specific actions required for the implementation of the Naples Political Declaration and Global Action Plan against Organized Transnational Crime;

Assists States in integrating and consolidating their efforts to prevent and combat economic, environmental and organized transnational crime in all its forms and promoting the fundamental principles of the maintenance of the rule of law, sound public administration and good governance.

2.3. Crime Justice Systems Management and Information Unit

Promotes consistent, cost-effective and fair criminal justice policies through the operationalization of related United Nations standards and norms and the application of modern management techniques;

Assists in the upgrading of criminal justice statistical capabilities in order to permit collection, analysis and utilization of data for rational decision making and increasing public awareness;

Disseminates the results of the periodical surveys on crime trends and operations of criminal justice systems;

Develops and maintains a global criminal justice and crime prevention information network and expands the clearing-house functions of the Programme;

Assists Governments in the improvement of accountability and transparency in the performance of criminal justice systems;

Elaborates relevant manuals and handbooks and develops information-gathering systems.

2.4. Crime Prevention Strategies Unit

Assists member States in developing general policies and strategies and taking specific measures to prevent and reduce urban crime and juvenile and violent criminality;

Encourages the responsiveness of crime prevention and criminal justice policies to local needs and traditions, using indigenous mechanisms and community participation;

Promotes the use and application of crime prevention and criminal justice standards and norms and their dissemination;

Conducts action-oriented research on most viable crime prevention strategies and policies;

Assists countries in accomplishing necessary reforms in line with their respective systems and new requirements in order to make use of those instruments;

Provides assistance to Governments to include crime prevention elements in national development plans.

3. DIVISION OF ADMINISTRATIVE AND COMMON SERVICES

The Division is responsible for the direction and management of administrative, conference and related support services for the United Nations Office at Vienna. The Division also provides services to other United Nations Secretariat entities and the international organizations with permanent headquarters at the Vienna International Centre. It conducts liaison and negotiation with IAEA and UNIDO at the inter-organizational level on all aspects of administrative arrangements and provides assistance to the Director-General in negotiations with the host Government on all administrative and financial issues relating to the implementation of headquarters agreements.

The Division consists of a number of organizational entities, namely, the Interpretation and Meetings Section, the Translation and Editorial Service, the Translation Sections, the Editorial and Composition Section, the Finance and Budget Section, the Human Resources Management Section, the Support Section, the United Nations Security and Safety Section and the United Nations Postal Administration - Europe.

3.1. Interpretation and Meetings Section

Provides planning and conference services to United Nations programmes and offices based at Vienna;

Exercises overall coordination and provides policy guidelines for meetings planning, coordinating and servicing;

Provides interpretation services to meetings held at Vienna, including those of IAEA;

Provides documents management, reproduction, distribution and storage;

Provides administrative, statistical and correspondence services;

Provides simultaneous interpretation into and from Arabic, Chinese, English, French, Russian and Spanish for conferences held at Vienna, including those of IAEA.

3.1.1. Meetings P` ɴnning, Coordination and Servicing Unit

Plans, coordinates, publishes and updates the calendar of conferences and meetings organized at Vienna;

Establishes and coordinates meetings schedules;

Allocates conference rooms and related Secretariat office space;

Receives, compiles and analyses statistics concerning meetings servicing, documents reproduction, distribution and correspondence;

Provides document management services, including reproduction, distribution and storage of United Nations publications in Vienna;

Provides typing services for official correspondence in the official languages;

Distributes circular letters to member States, States parties to conventions, countries and territories, as required.

3.2. Translation and Editorial Service

Provides precis-writing, translation, revision, text-processing, reference and terminology, editorial, copy preparation, proofreading, typesetting, graphic design and document control services;

Provides cost-estimates for documentation required at conferences at Vienna and other locations;

Gathers and analyses statistical data, including operational costs, on document services;

Provides data on documentation processed for UNIDO under the cost-sharing agreement;

Ensures the implementation of United Nations policies, procedures and practices;

Plans and coordinates the schedule of documents production and publishing;

Produces remote documentation services for conferences and meetings;

Receives and processes manuscripts from various offices and ensures that they meet the technical standards of the United Nations;

Assigns document symbols and priorities;

Arranges outsourcing and coordinates contractual translation and text processing, as required;

Maintains statistical records of document processing;

Provides reference services for translators, editors and interpreters, and maintains specialized language collections for that purpose;

Conducts terminological research to identify terminology appropriate to requirements;

Issues terminology notes and bulletins, and provides terminology guidance.

3.2.1. Translation Sections

Translates in the six official languages, revises and text-processes documents, official correspondence, publications and information material;

Provides summary records and unedited transcripts for conferences and meetings, as required.

3.2.2. Editorial and Composition Section

Enforces editorial standards and issues drafting and editing instructions to ensure uniformity of United Nations style practice;

Provides editing, typesetting, layout, graphic design, copy-preparation and proofreading services for documentation, reports and publications;

Executes publications and documents programmes.

3.3. Finance and Budget Section

Provides overall management of the financial service and on financial policy to the programme managers of the United Nations Office at Vienna;

Develops new systems of financial planning and maintains financial control in accordance with the financial regulations and rules of the United Nations;

Represents the Office of Programme Planning, Budget and Accounts in dealing with representatives of member States on firancial matters arising in meetings related to financial matters and contributions;

Responds to financial and management issues raised by the external auditors, the Joint Inspection Unit and other bodies dealing with financial matters of the United Nations Office at Vienna;

Carries out operations related to payrolls for regular and short-term staff, including computation of entitlements, as well as for experts and associated staff;

Assures the payment of vendors' invoices and payments, settlement of travel claims, including calculating and accounting for and recording of such payments in accordance with the Financial Regulations and Rules of the United Nations;

Maintains bank accounts, receives and reports all contributions and other collections and manages cash;

Ensures proper approval, recording and reporting of all financial transactions;

Coordinates with the external auditors;

Sets up, improves and monitors accounting procedures;

Reconciliates accounts and prepares financial statements and schedules of both regular and extrabudgetary activities for the biennium and year-end reporting;

Prepares and controls estimates related to the programme budget, allotments, authorized staffing table, management of status reports and all other related matters to cost plans and statements of financial implications;

Reviews medium-term plans and programme performance reports.

3.4. Human Resources Management Section

Develops and plans for human resources requirements of the United Nations Office at Vienna and the United Nations International Drug Control Programme, including policy direction, guidance, and supervision;

Integrates the promotion and career development policies with other human resources management activities;

Maintains the desirable ranges for posts subject to geographical distribution;

Assists in increasing the percentage of women in the Professional category and above in posts subject to geographical distribution;

Develops a methodology for identifying the present and future human resources needs of the United Nations Office at Vienna and undertakes timely and efficient post management decisions;

Administers appropriate competitive examinations in order to select the best qualified candidates;

Develops personnel administration policies in accordance with the staff rules and administrative issuances;

Monitors and reviews existing procedures in the implementation of the local and global human resources development strategy through the staff/management machinery;

Strengthens the capacity of various units by maintaining qualities and skills through staff training and development;

Provides the official text and authoritative interpretation of the Staff Regulations and Rules of the United Nations and other normative issuances;

Implements policies relating to salaries, allowances and other entitlements;

Implements approved classification standards for the Professional and General Service categories;

Provides substantive and secretariat support to the Vienna-based Joint Advisory Board and the Joint Disciplinary Committee and examines allegations of discriminatory treatment and other staff grievances with a view to reaching an amicable settlement;

Ensures sound staff/management relations through regular meetings with staff representatives;

Maintains liaison with the personnel services of the organizations based at Vienna for the purpose of determining and implementing personnel policies, norms and standards;

Monitors the participation in and contribution to the development of the Joint Language Training Service, Housing Service and Medical Service at the Vienna International Centre.

3.5. Support Section

Manages and administers support services and coordinates space planning within the United Nations Office at Vienna, including the use of common space at the Vienna International Centre;

Maintains liaison with UNIDO on the maintenance of the building;

Supervises the work of units dealing with electronic support, telecommunications and commercial operations;

Provides technical support to establish, maintain and use computer-related services;

Collaborates with user offices in preparation of technical specifications and evaluation of vendors;

Plans and initiates the Integrated Management Information System programme and provides links to Headquarters;

Develops, implements and tests disaster recovery plans for the computer and data network systems and advises user offices on data security;

Implements infrastructure projects such as electronic mail, optical disc systems and data on-line directories;

Operates and maintains data networks and controls their links to other organizations at the Vienna International Centre;

Identifies and evaluates telecommunications requirements and technologies to meet future needs, suitable vendors and equipment compatible with existing network infrastructure;

Coordinates voice and data network planning, network strategies and policies and provides advice on telecommunications at the Vienna International Centre;

Updates and produces directories;

Operates the PABX switchboard and provides subscriber assistance and training;

Provides telefax, fax, mail, courier and pouch services, processing and dispatching incoming and outgoing traffic;

Maintains liaison with cable carriers companies to manage costs, monitors service and advises on the selection of lowest cost, long-distance carriers;

Provides and coordinates desk-to-desk messenger services;

Provides registry services, including records management and records retirement;

Arranges and maintains equipment and supplies, and provides property management;

Administers purchasing and contracting activities and maintains related records, and exercises inventory control;

Services the Committee on Contracts and makes submissions to the Property Survey Board;

Reviews all requisitions for official travel to ensure conformity with established rules and policies and transmits them to the official travel agency;

Arranges immigration and entry clearances, including the acquisition of official visas, and issues United Nations travel documents;

Manages the garage at the Vienna International Centre and the issuance and control of parking permits and the operation of the official motor vehicles;

Arranges shipment and receipt of United Nations property and staff members' household effects, processes freight bills and prepares shipping, customs and insurance papers;

Manages office space allocation.

3.6. United Nations Security and Safety Section

Develops risk management strategies and threat assessment and provides advice on safeguarding the personnel and operations of the United Nations organizations based at the Vienna International Centre;

Negotiates and prepares the biennial budget for security and safety services;

Coordinates protective support from various host country authorities;

Maintains liaison with United Nations Headquarters, and other security offices at various duty stations;

Implements physical security measures to protect personnel and property of the organizations round the clock;

Safeguards staff access control points and preserves the integrity of the extraterritorial area;

Secures the executive floors and conference venues;

Plans and provides security and safety coverage for conferences held at Vienna;

Regulates vehicular traffic and responds to emergencies;

Implements fire-prevention and fire-fighting in line with the safety codes for Vienna;

Maintains liaison with the emergency services at Vienna;

Investigates losses, accidents and property damage claims;

Provides armed escorts of personnel and property;

Inspects the Vienna International Centre for safety hazards and maintains a key control system for the entire complex;

Issues grounds passes for staff members, delegations, affiliated organizations and family members and maintains the database of pass-making operations;

Processes applications for Austrian identity cards for non-Austrian staff members and their dependants and registers diplomatic licence plates for entitled personnel;

Assesses training needs and organizes courses to keep personnel skills in line with current practices in security and safety operations;

Tests various emergency response measures laid down by IAEA to prevent or cope with crisis situations.

3.7. United Nations Postal Administration - Europe

Provides policy and operational direction for postal administration units at Geneva and Vienna;

Coordinates relevant activities of these offices with the United Nations Postal Administration (UNPA) in New York;

Plans promotional programmes for the sale of United Nations stamps and postal stationery;

Maintains contact with philatelic publications, organizations, collectors and dealers, with a view to promoting interest in the philatelic programmes;

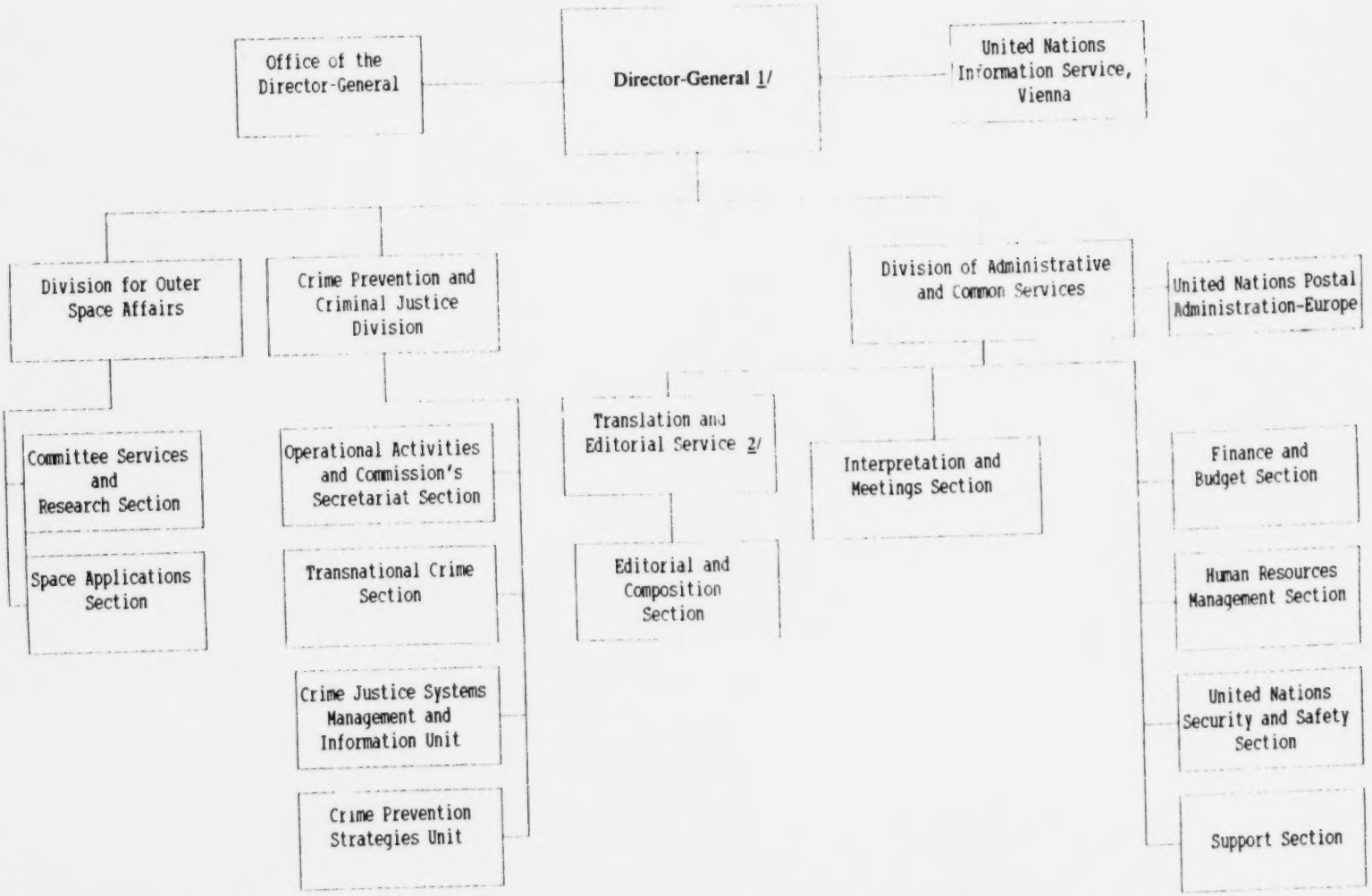
Decides on the art work and typographical layouts for advertising and promotional material;

Prepares press releases providing information on new issues and UNPA events to the philatelic press and to collectors.

Notes

1/ The United Nations Information Service at Vienna forms part of the network of United Nations services and centres operated by the Department of Public Information of the Secretariat.

ORGANIZATIONAL STRUCTURE OF THE UNITED NATIONS OFFICE AT VIENNA


Office of the Director-General
Director-General 1/
United Nations Information Service, Vienna
Division for Outer Space Affairs
Crime Prevention and Criminal Justice Division
Division of Administrative and Common Services
United Nations Postal Administration-Europe
Committee Services and Research Section
Space Applications Section
Operational Activities and Commission's Secretariat Section
Transnational Crime Section
Crime Justice Systems Management and Information Unit
Crime Prevention Strategies Unit
Translation and Editorial Service 2/
Editorial and Composition Section
Interpretation and Meetings Section
Finance and Budget Section
Human Resources Management Section
United Nations Security and Safety Section
Support Section

1/ The Director-General also performs the functions of the Executive Director of the United Nations International Drug Control Programme.

2/ This Service includes six Translation Sections for the official languages of the United Nations.